



University of East Anglia

Information Compliance (ITCS)

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[REDACTED]  
  
01 April 2019

Dear [REDACTED]

**Freedom of Information Act 2000 – Information request (ref: FOI\_19-086)**

We have now considered your request of 20 March 2019 for the following information:

*'Any correspondence between the University of East Anglia and the Norfolk and Norwich University NHS Foundation Trust'*

We contacted you by email on 21 March 2019 in order to obtain further clarification of your request. As we have not heard from you we have had to proceed with our response due to regulatory deadlines.

Unfortunately, on this occasion it is not possible to provide any of the requested information. We have determined that the cost of finding and assembling some of the requested information will exceed the 'appropriate limit' as defined by section 12 of the Act and the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004/3244.

The 'appropriate limit' of £450, which equates to 18 hours' work, can relate to one request in its entirety or to a series of linked requests. If the University cannot locate, retrieve and extract some or all of the requested information within the 18 hours we are not obliged to retrieve any of the requested information.

We advised in our email that a central repository of such correspondence is not held by the University, and in theory any member of staff may send or receive such messages. In addition, correspondence may be exchanged by letter, email or by other means.

In trying to establish the potential scale of work that would be required in order to respond to your request as it stands, we conducted preliminary searches in order to ascertain the amount of email correspondence shared between the University and the Norwich University NHS Foundation Trust for a single month. Our searches identified in excess of 140,000 individual items - a combination of emails and individual files. These items will be a combination of student and staff material.

Assuming that this is a typical month, over a year we would hold over 1.6 million individual items. Even if we were to exclude student correspondence, we are confident the time it would take to review each of these items would be well in excess

of the 18 hours available, and would still only account for one form of correspondence.

To assist you in formulating a request to which we can respond, we would require more specific detail in relation to the information you are looking to obtain. The inclusion of a date range for the information you seek would also assist us in providing the information you require.

We are sorry we cannot provide the data you requested, but trust this letter explains our position. If you are unhappy with our response, you have the right of appeal against this decision. If you wish to appeal, please set out in writing your reasons for appealing and send to the above address. You must appeal within 40 working days of the date of this letter. In line with section 5.3 of the UK Government's Freedom of Information Act Code of Practice, we are not obliged to accept internal reviews after this date.

You also have a subsequent right of appeal to the Information Commissioner's Office. Further information is available on their website:

[https://ico.org.uk/Global/contact\\_us](https://ico.org.uk/Global/contact_us), or by telephone on 0303 123 1113.

Please quote our reference given at the head of this letter in all correspondence.

Yours sincerely

Paul Cutting  
Information Compliance Specialist  
University of East Anglia